



*We heal and inspire the human spirit.*

**To:** All PCPs & OB/GYNs  
**From:** IEHP – Quality Systems  
**Date:** September 25, 2025  
**Subject:** **2025 Appointment Availability Survey - Expanded Appointment Set**

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Beginning **October 1, 2025**, we will be conducting the **Appointment Availability Survey (AAS) Expanded Appointment Set (EAS)** survey. The survey is designed to assist IEHP in assessing Member access to routine care for both in-person and telehealth appointments for Prenatal visits and Initial Health Assessments.

This year, we have again partnered with a survey vendor (**QMetrics**) to conduct a **fax and email survey** to determine compliance with appointment standards.



**The survey will arrive by:**

- **Email:** QMetrics Surveys [surveys@qmetrics.us](mailto:surveys@qmetrics.us)  
or
- **Fax:** (877) 230-7641 (survey should be returned to this number as well)

**Please note: Providers will have five (5) business days to complete the survey. If it is not completed by the sixth (6<sup>th</sup>) day, a reminder will be sent, but the survey will close five business days after the final outreach attempt.**

**As a reminder, the appointment standards are as follows:**

Primary Care Physicians (PCPs) and OB/GYNs		
Type of Visit/Service & Method *	Timeframe/Standard	Provider Type
Initial Health Assessment (under 18 months): In-Person and Telehealth	Within 60 calendar days of enrollment (survey date)	PCP
Initial Health Assessment (over 18 months): In-Person and Telehealth	Within 120 calendar days of enrollment (survey date)	PCP
Prenatal Care Appointments: In-Person and Telehealth	Within 10 business days of the request (survey date)	PCP & OB/GYN
*The survey is intended to capture the first available appointment date and time. This survey should only take a few minutes to complete and will provide valuable information on appointment availability for both <b><u>in-person and telehealth appointments</u></b> .		

Your survey response is appreciated.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

As a reminder, all IEHP communications can be found at [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News & Updates > Notices